



**The North Carolina Division of Mental Health, Developmental  
Disabilities and Substance Abuse Services**

**Presents**

**The Rights and Empowerment  
Conference 2004**

**“Creating a Community of Supports  
with Consumers and Families”**

Will be held on

**May 14 and 15, 2004**

Pre-conference Training Event

**“Culture of Customer Service”**

Will be held on

**May 13, 2004**

**Sheraton Imperial Hotel and Convention Center  
Research Triangle Park, North Carolina**

**Thursday, May 13, 2004**



**Pre-Conference: "The Culture of Customer Service"**

- 12:00 p.m.** Registration    **Target Audience:** LME and Provider Customer Service & Client Rights Staff
- 1:00 p.m.** **Session: New Models of Customer Services**  
*Kenneth Hardin—Director, Service Excellence, Northeast Medical Center*
- 2:00 p.m.** Break
- 2:15 p.m.** **Session: "The Role of the LME: Cultivating the Culture of Customer Service"**  
*Stuart Berde, PhD—NC MH/DD/SAS; Team Leader, Client Rights*
- 3:30 p.m.** Break
- 3:45 p.m.** **Session: "Exploring Best Practices: Complaints, Investigations and Appeals"**  
*Barbara Thomas—NC MH/DD/SAS; Client Rights*
- 5:00 p.m.** Social Hour

**Limited Space Available**

**Friday, May 14, 2004**



- 8:15 a.m.** Registration
- 9:15 a.m.** **Welcome**  
*Michael Moseley, Director, NC Division MH/DD/SAS*
- Keynote: "Where Are We Now—The Growing Pains of Reform"**  
*Chris Phillips, Section Chief, Advocacy and Customer Services, NC Division MH/DD/SAS*
- 10:15 a.m.** Break—**Exhibits Open**
- 10:35 a.m.** **Concurrent Sessions**

**Session A**

**Ensuring Rights Protection Across the Spectrum**

*Allison Bowen—Executive Director, GACPD*  
*Judy Schmidt—MHA, Director, Law Enforcement Training*  
*Brian Gunter—Client Rights Coordinator Wake County*  
*Bobby Jones—Advocate, Cherry Hospital*

**Session B**

**Building Community Capacity  
Community Advocacy and Mobilization**  
*Laurie Selz-Campbell—UNC School of Social Work*

**Session C**

**Fighting Discrimination: Winning Battles in the Workplace, Housing, Education & Institutions**

*Stella Adams—Director, NC Fair Housing Center*  
*Cynthia Temoshenko—Governors Advocacy Council for Persons with Disabilities*  
*Larry C. Jones—North Carolina Office on Americans with Disabilities Act*

- 12:00 p.m.** Lunch
- 12:20 p.m.—1:05 p.m.** **Lunch Speaker: "Co-occurring Disorders: The Importance of a Community Response to Pressing Issue"**  
*Carl Britton Watkins—North Carolina Alcohol and Other Drug Resource Center*

**Friday, May 14, 2004 - Continued**



**1:30 p.m. Concurrent Sessions**

**Session A**  
**Strategies for Collaboration between  
Community Groups, Non-Profits &  
Governmental Agencies**

*Michael Kendrick—Kendrick Consulting*

**Session B**  
**Aging and Disabilities:  
Challenges for an Evolving System**

*Allison Hubbard, MS, TRS/CTRS—Retirement &  
Leisure Services and Supports Program  
Felissa Huber, MSW—NC DMH/DD/SAS  
(Others To Be Announced)*

**Session C**  
**Best Practices:  
A Community Approach to Service Delivery**

*Debbie Webster—NC Division of MH/DD/SAS  
Beth Melcher, PhD—NC Science to Service*

**2:30 p.m. Break—Exhibits Open**

**3:00 p.m. Multiple Approaches to Person Centered Planning**

*Chris Egan—Developmental Disabilities Training Institute*

**4:00 p.m. CFAC Workshop**

*Michael Kendrick—Kendrick Consulting  
Consumer Empowerment Team-NC Division MH/DD/SAS*

**7:00 p.m. Coffee House with Live Entertainment and Art Show**



**Saturday, May 15, 2004**



**8:15 a.m. Registration**

**9:30 a.m. Presentation: “Eye on the Prize: The Future of Community Based Systems”**

*Leza Wainright—Deputy Director, Division MH/DD/SAS*

**10:15 a.m. Break—Exhibits Open**

**10:40 a.m. Concurrent Sessions**

**Session A**  
**Reform and the Professional: The Changing  
Role of Professionals**

*Ken Marsh, LCSW—NC DMH/DD/SAS  
Sharon Mitchell—Assistant Director, RHD  
Joe Donovan—Self Advocate & Consultant*

**Session B**  
**The Many Faces of Recovery: A Wealth of  
Benefits for the System & Individual**

*Steven Onken, PhD—Columbia University; Investigator  
“Systems Recovery Challenges”  
Steve Pocklington—Deputy Director, Neuse Area Program  
Kathryn McNulty—Author of “Relapse Prevention for NAMI Peer  
to Peer”  
(Others To Be Announced)*

**Session C**  
**Youth in the Service System: Youth  
Empowerment through Rights Awareness**

*Kelly Jones—Chairperson, Powerful Youth United  
Michael A. White—Drug Intervention Specialist, Rowan  
Salisbury Schools  
Wolfgang Friedrich—Case Manager, WCHS*

**12:00 p.m. Lunch**

**12:00 p.m. Lunch Speaker: “From Institutionalization to Freedom”**

*Dr. Alok Upal—Psychiatrist, Cherry Hospital*



## Registration Information

**Pre-conference and Conference Registration:** Complete and mail the registration form or register online. Refunds, less a 30% administrative fee, are available for cancellations made 48 hours prior to the conference date. Substitutes are accepted and encouraged. Confirmation letters will be sent after receipt of payment.

**Pre-conference Registration Fees:** Professionals: \$60 if received by April 30, 2004; \$65 if received after April 30th.

**Conference Registration Fees:** Professionals: \$125 if received by April 30, 2004; \$156.25 if received after April 30th. Consumers/Family members: \$37 if received by April 30, 2004; \$40 if received after April 30th.

**Location:** The Sheraton Imperial Hotel and Convention Center Research Triangle Park, NC I-40 Exit 282 – Page Road (West of the 540 Outer Loop).

**Hotel Registration:** Call (919) 941-5050 or 1-800-325-3535 and say you are with Rights and Empowerment Conference. The rooms are \$57.25 for a standard single and \$97 for a double plus tax. Reservations must be made by April 23, 2004 to ensure blocked room rate. Tell the hotel if you desire an accessible room. Hotel cancellations must be made 48 hours prior to reservation.

**Credits:**

- 13.00** Contact Hours from Northwest AHEC
- .13** CEUs from Wake Forest University School of Medicine
- 13.00** Contact Hours NBCC (Provider #5465) Northwest AHEC is recognized by the National Board of Certified Counselors and abides by the NBCC Continuing Education Guidelines.

This program will provide **13.00 contact hours** (Category A) continuing education for psychologists.



Northwest Area Health Education Center (AHEC)  
Wake Forest University School of Medicine  
Medical Center Blvd.  
Winston-Salem, NC 27157-1060  
northwestahec.wfubmc.edu  
336-713-7721



## Registration Form



Or Register online: <http://northwestahec.wfubmc.edu>

Last 4 digits of social security number required:   X  X  X   –   X  X   –                    

**Name:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

### Method of Payment

☐ I would like to apply for consumer financial assistance

☐ **Pre-Conference**

☐ Purchase Order: # \_\_\_\_\_ ☐ Check: # \_\_\_\_\_

☐ **Conference**

☐ Credit Card: #: \_\_\_\_\_

☐ MasterCard ☐ Visa Exp Date \_\_\_\_/\_\_\_\_

Name as it appears on the Card \_\_\_\_\_

Signature \_\_\_\_\_

Make checks payable to: Wake Forest University School of Medicine Amount Enclosed: \_\_\_\_\_

Mail Payment to: Marie Simos  
NW AHEC/WFU School of Medicine  
Medical Center Blvd.  
Winston-Salem, NC 27157-1060  
Or  
Fax to: Fax Number: (336) 713-7701  
Phone Number: (336) 713-7721

Special Accommodations Needed: Please List:

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### Directions:

**From the West:** I-40 to Exit 282 – Page Road, up the hill to Emperor Blvd.

**From the East:** I-40 to Exit 282 – Right at Page Road, Left at Emperor Blvd.

Greensboro

RTP

